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TRANSMITTAL FORM

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Total Number of Pages in This Submission

Application Number	09/944,676
Filing Date	August 31, 2001
First Named Inventor	Daniel Keele Burgin
Art Unit	3713
Examiner Name	Christman, Kathleen M.
Attorney Docket Number	1160215

2

ENCLOSURES (Check all that apply)

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Remarks		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name	Frost Brown Todd LLC		
Signature			
Printed name	Victor C. Moreno		
Date	10/18/05	Reg. No.	40,732

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Signature			
Typed or printed name	Victor C. Moreno	Date	10/18/05

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**PATENTS****UNITED STATES PATENT AND TRADEMARK OFFICE**

Application: 09/944,676

Examiner:

Filed: August 31, 2001

Art Unit:

Inventor: Burgin, et al.

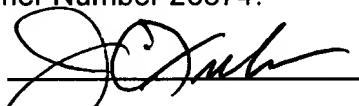
Atty Ref.: 1160215/0474949

Title: **System and Method for Automated End-User Support**

**STATEMENT UNDER 37 CFR 3.73(b),
REVOCATION OF POWER OF ATTORNEY,
NEW POWER OF ATTORNEY, AND
CHANGE OF CORRESPONDENCE ADDRESS**

Finali Corporation, a Delaware corporation, is the assignee of record of the entire right, title and interest in the above-referenced patent application by virtue of an assignment of the above-referenced patent application. The assignment was recorded in the United States Patent and Trademark Office at Reel 012157, Frame 0495. The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

I hereby revoke all previous powers of attorney or authorizations of agent given in the above-identified application. I hereby appoint the Practitioners at Customer Number 26874, c/o Frost, Brown, Todd LLC, as my/our attorney(s) or agent(s) to prosecute the application identified above, and to transact all business in the United States Patent and Trademark Office connected therewith. Please direct all correspondence relating to this application to Customer Number 26874.

By: Name: John C. FrekerTitle: President/Cm6Date: 7/21/05

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